

Amendments to the Specification:

Please replace paragraph [0021] with the following amended paragraph.

[0021] In this example, suppliers ~~413-5~~ 113-115 provide parts and services 121 to enterprise 101 and customers ~~403-7~~ 103-107 purchase products, or offerings, 119. Enterprise 101 includes a business process_1 123, a business process_2 124 and a business process_3 125 to enable enterprise 101 to convert parts and services 121 into offerings 119. Examples of types of business processes include, but are not limited to, a manufacturing supply system, an accounting system, a billing system, a customer management system and a payroll system. The specific number of customers ~~403-7~~ 103-107, suppliers ~~413-5~~ 113-115 and business processes ~~423-5~~ 123-125 are used for the sake of an example only; the claimed subject matter applies equally well to small, medium and large enterprises with any particular number of such relationships.

Please replace paragraph [0024] with the following amended paragraph.

[0024] Also included in Figure 2 is a business systems block 169, which represent any or all particular business process ~~423-5~~ 123-125 (Fig. 1) that may be required to provide access to one or more of the various ODS services offered by enterprise 101 (Fig. 1). Business systems 169 is coupled to ODS framework 129 via an order enable block 171, which can represent software, hardware or human operators for communicating information from business systems to ODS framework 129.

Please replace paragraph [0028] with the following amended paragraph.

[0028] Service level agreement (SLA) management component 153 monitors and controls the interactions between OSD framework 129 and the client enterprise. Interactions include access to system resources by customers ~~103-7~~ 103-107 (Fig. 1) and/or suppliers ~~113-5~~ 113-115 (Fig. 1). A SLA is typically a contractual agreement between the provider of ODS framework 129 and the enterprise concerning the amount of resources of ODS framework 129 to which the enterprise is entitled and the cost of those resources. In other words, SLA management component 153 determines whether or not enterprise usage and UMI services are meeting, exceeding or otherwise complying with their specific SLA and then takes appropriate actions based upon that information. Data concerning SLAs is stored in a data store 161.

Please replace paragraph [0036] with the following amended paragraph.

[0036] Requests that arrive to integration hub 141 following authentication by CAA 173 and login by CLA 175 are then routed to appropriate UMI components ~~151-8~~ 151-158. For example, metering component 158 both records a particular user's access by way of CLA 175 and records the particular users' usage of ODS framework 129. As explained above, workflow component 143 regulates integration middleware 145 with respect to the management of transactions within ODS framework 129. Workflow component 143 enables automation of operational processes among UMI components ~~151-8~~ 151-158. Workflow component 143 also coordinates processes that are partly manual steps and partly automated steps. For manual steps, workflow component 143 performs tasks such as, but not limited to, tracking progress, enforcing time limits and sending alerts based on preset business rules.

Please replace paragraph [0037] with the following amended paragraph.

[0037] Figure 4 is a block diagram that illustrates the interaction among integration hub 141, UMI components ~~151-8~~ 151-158, ODS 167, CAA 173 and CLA 175 in more detail, all of which were explained above in conjunction with Figures 2 and 3. ODS 167 communicates with integration hub 141 by sending requests 181 and receiving responses 183. For the sake of simplicity, SPI 165 (Fig. 3) is not shown in Figure 4.

Please replace paragraph [0038] with the following amended paragraph.

[0038] An initial ODS request 181 from a particular user, such as a customer ~~103-7~~ 103-107 or a supplier ~~113-5~~ 113-115 (Fig. 1), typically needs to be authenticated by ODS framework 129 (Fig. 2). This is accomplished by integration hub 141, which extracts an ODS identification (ID) from a digital certificate in the initial request 181 and transmits ODS ID 185 to CAA 189. Typically, the ODS ID, which can be, but is not limited to, a password, is established when ODS 167 is setup for a particular client. CAA 173 then employs the digital certificate for authentication and authorization. Basically, CAA 173 performs authentication and authorization based upon an ODS ID/SPI mapping 191 retrieved in response to a request 189 to data store 161.

Please replace paragraph [0039] with the following amended paragraph.

[0039] If the particular user is authenticated, then CAA 173 transmits an ODS authorization 187 back to integration hub 141. Once integration hub 141 has received this authorization, integration hub 141 is able to send and receive requests and responses 193 from UMI components ~~151-8~~ 151-158 on behalf of the authenticated user. For the sake of simplicity, only billing component 157 illustrates requests and responses 193 broken out into separate paths representing requests 197 and responses 199. Finally, the authentication and authorization activity is logged 195 to CLA 175.

Please replace paragraph [0042] with the following amended paragraph.

[0042] Workload profiler component 203 generates workload profile data 213, also stored in data store 161. Workload profile data 213 represents a particular client's typical workload with respect to the client's allocated resources as described in the customer's resource profile data 211, or workload with respect to allocations that use resources. For example, business process_1 123 of enterprise 101 (Fig. 1) may typically generate one hundred (100) calls per day to billing component 157 of ODS framework 129 (Fig. 2), with each request 197 averaging one kilobyte and each response 199 averaging two kilobytes. In addition, one transactions may require an average of one hundred (100) processing cycles to generate a response 199 from an average request 197 and generate a one megabyte chunk of data storage 161 (Figs. 2 and 4). This information is stored in workload profile data 213 as a typical workload for business process_1 123. Each business process ~~123-5~~ 123-125 has data in workload profile data 213 corresponding to its typical transactions and each transaction's utilization of such parameters as processing cycles, bandwidth and data storage.

Please replace paragraph [0044] with the following amended paragraph.

[0044] Simulation engine 205 employs workload profile data 213 to generate hypothetical workloads based upon projected changes in a client's workload entered by the client or administrator via the manipulation of parameters in a GUI (not shown). For example, based upon a figure for an average number of transactions to billing component 157, simulation engine 205 can estimate resources of ODS framework 129 that would be required to increase an average workflow of one hundred transactions per day to two hundred transactions per day. Simulations can be generated with varying degrees of granularity. For example, a client may know that business process_1 123 is going to experience a surge in demand on a certain date. In this case, workflow profile data 213 includes information indicating that business process_1 123 typically executes one hundred (100) transactions against billing component 157, fifty (50) transactions on reporting component 155, two hundred transactions on metering component 158, and so on. Simulation engine 205 then generates hypothetical workloads corresponding to each particular, applicable component ~~451-8~~ 151-158. Various combinations of parameters can be saved by a client so that a particular simulation represented by a specific set of parameters can be rerun or tweaked simply by modifying the stored set of parameters. This feature prevents the unnecessary reentry of parameters.